

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

**In re Application of:** Michael P. Lilly, *et al.*      **Confirmation No.:** 1577  
**Application No.:** 09/690,566      **Group Art Unit:** 3623  
**Filing Date:** October 17, 2000      **Examiner:** Van Doren, Beth  
**For:** System and Method for Determining and Reducing Customer Service Impact

**MAIL STOP AMENDMENT**  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

***Electronic Filing***  
I hereby certify that this paper (along with any referenced attachments) is being transmitted  
via the USPTO electronic filing system in accordance with 37 CFR § 1.6(a)(4).  
Dated: June 25, 2009  
Signature:   
Rachel M. McGuinness

REPLY PURSUANT TO 37 CFR § 1.116

In response to the Official Action dated August 18, 2008, reconsideration is respectfully requested in view of the amendments and/or remarks as indicated below:

- Amendments to the Specification** begin on page \_\_\_ of this paper.
- Amendments to the Claims** are reflected in the listing of the claims which begins on page 2 of this paper.
- Amendments to the Drawings** begin on page \_\_\_ of this paper and include an attached replacement sheet.
- Remarks** begin on page 17 of this paper.